



# Amazon Business Requisitioner Training



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# State of Idaho Goals

- Goals
  - Not a statewide contract -- another way for agencies to leverage the benefits of an enterprise-level Amazon Business account for Amazon Purchases;
  - Agencies will be able to purchase non contracted items under the competitive threshold.
  - Another purchasing option that allows for agencies to take advantage of the wide product selection and competitive pricing;
  - Benefits include:
    - Statewide Amazon Business Prime, paid for by DOP
    - Free 2-Day shipping on Prime-eligible items
    - Access to millions of additional products, available only to Business customers
    - Business-specific pricing, including quantity discounts on eligible items
    - Access to a specialized Amazon Business Customer Service team
    - Enhanced reporting
  - DOP will not enforce any restrictions or hold agencies accountable for purchasing items that are available on a Statewide Contract;
  - Going forward, all STATE OF IDAHO purchase card holders in Agencies subject to DOP's authority must use the central STATE OF IDAHO Amazon Business account for all Amazon Business purchases

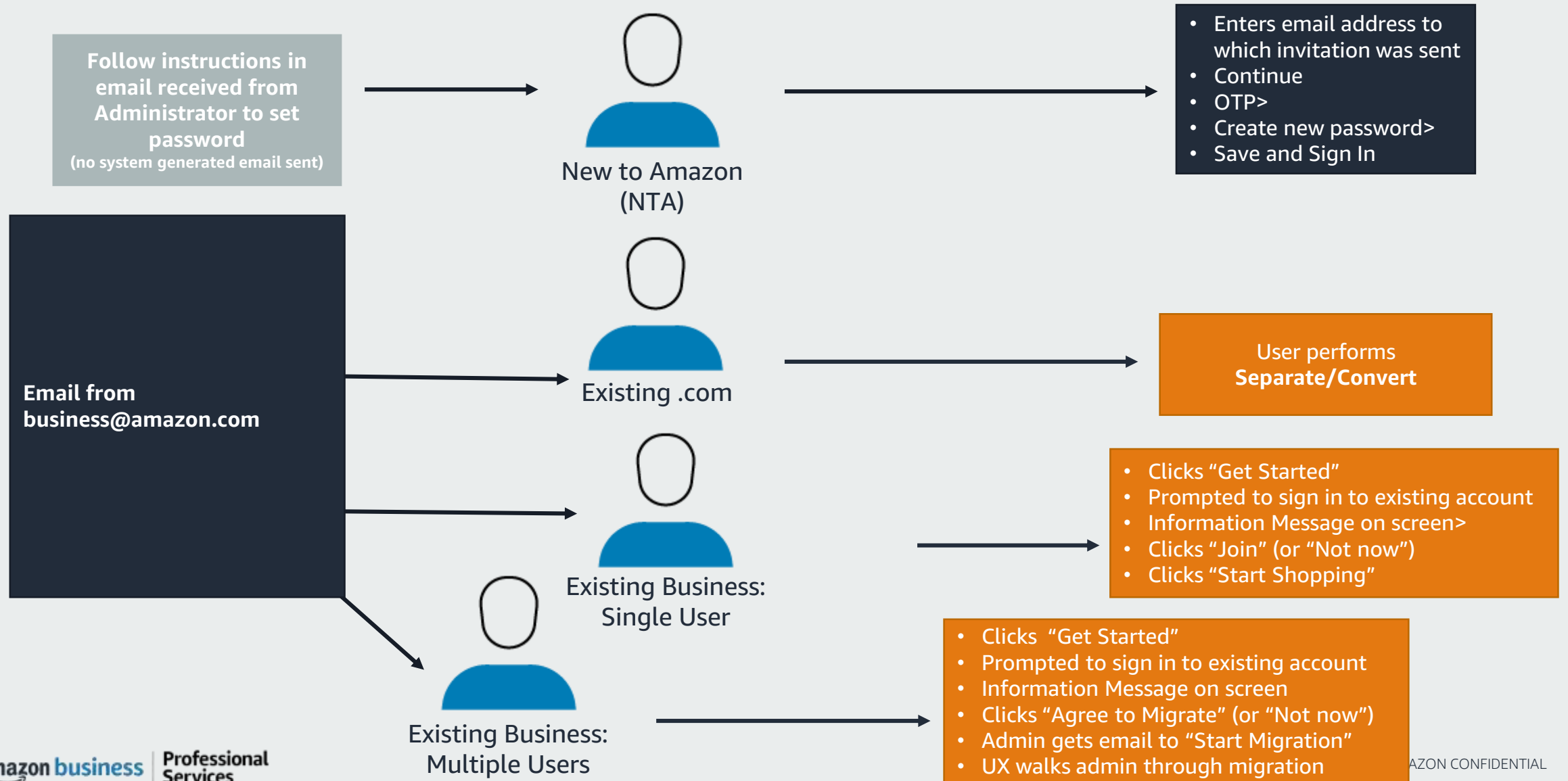


# Join the Amazon Business Account

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# Registration Scenarios

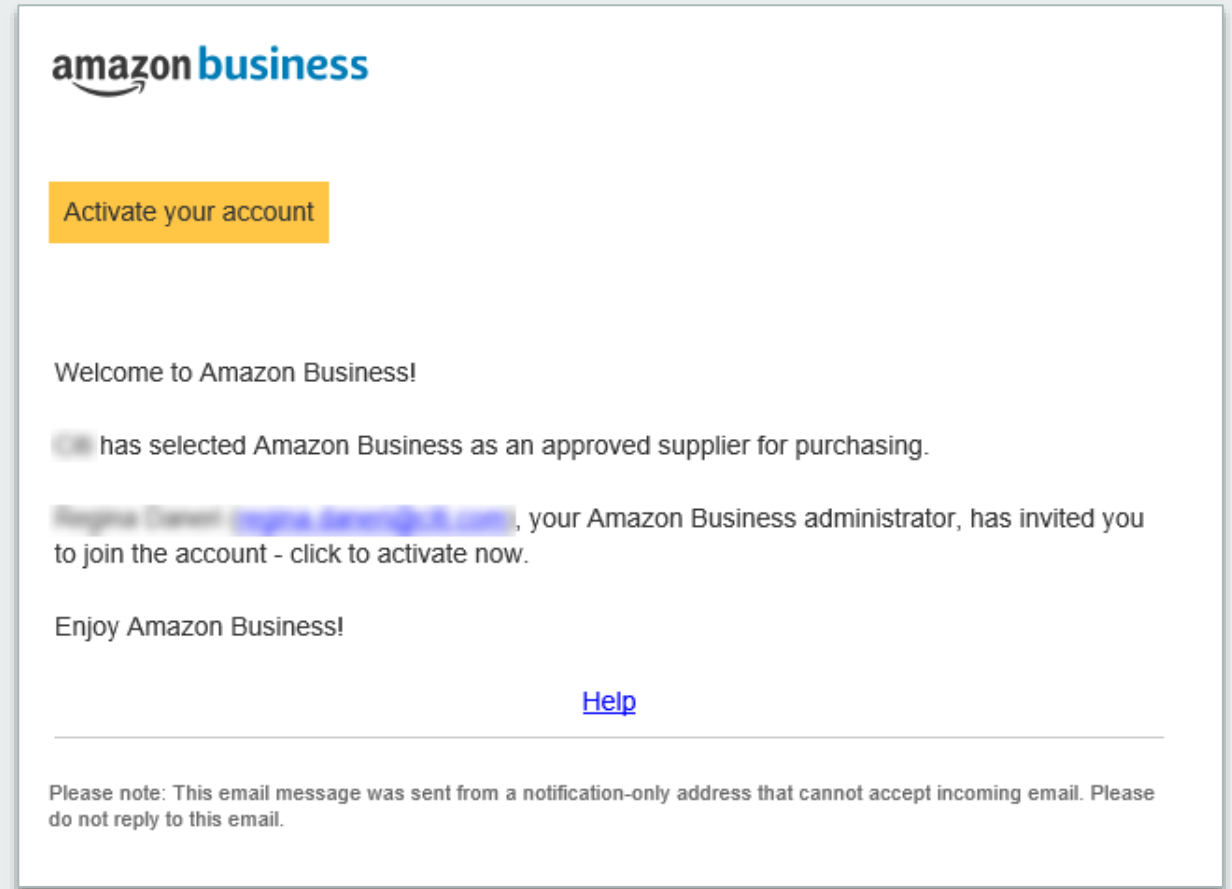




# Invitations

## How do Invitations Work?

- An invitation emails are sent from [business@amazon.com](mailto:business@amazon.com) when your Administrator adds you to the business account.
- Invitations are tied to your work email address and cannot be changed.
- You must accept the invitation in order to join the account.
- Invitations are valid for 90 days.





# Existing Account with Work Email

Would you like to join **Amazon Business** with your current account?

Your order history will be migrated and will be visible to your business account Administrator.

☒ Yes, join this account.

☐ No, I want to create a new account for Amazon Business.

Next

Choose a new email for your existing Amazon account. Your password stays the same.

- You'll have two separate accounts at Amazon.
- Your existing Amazon orders history, payment methods, and addresses stay out of your business user account.
- You'll sign into Amazon Business with

Enter email address

Re-enter email address

Next

Back



# Existing Business Account with Work Email

- When user clicks on "Get Started", he/she is taken to a page to download order history and start the process of moving.
- With one-click, the account is automatically de-registered and user is automatically added to the official account
- Same user credentials work, no password reset needed!

## Join official account

You have been invited by **admin@workemail.com** to join the official account for

- You will be part of a group with a role as specified by your administrator
- Your **order history** from this account, **Amazon**, will be preserved in the official account
- You will continue to sign in with the same email and password
- Administrators of the official account will be able to see your order history
- You will receive a prorated refund of your Business Prime Membership

If this account is not associated with giardia, you are encouraged to go to the [account settings](#) and change the email you use to access this account so that it is no longer associated with amazon.com.

Join

Not now



# Shopping on Amazon Business

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# Amazon Business Benefits

## [Business Prime Shipping](#)

- Once Business Prime Shipping has been purchased, it provides Free Two-Day Shipping on eligible items for all users in the business account. There are multiple pricing tiers to meet the needs of businesses of all sizes. [Click](#) to learn more.

## [Buying Policies](#)

- Customize Amazon Business to your organization's buying standards and procedures. Features include approval workflows, negotiated pricing, and preferred suppliers and preferred products.

## [Business-Only Selection](#)

- Business-only selection refers to items and offers that are only available for purchase by Amazon Business customers.

## [Amazon Business Analytics](#)

- Use Amazon Business Analytics to view data about your orders, create and filter reports based on your business needs, and view both charts and tables. [Click](#) to learn more.



# Amazon Business Discounts

There are a variety of discounts available on Amazon Business that your organization can take advantage of to unlock savings.

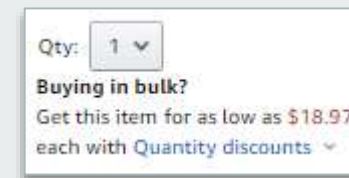
## Business Pricing

- Business pricing is cheaper pricing available only for registered Amazon Business customers. No action is needed to turn on business pricing and is available on select items.



## Quantity Discounts

- Quantity Discounts are volume-tiered discounts, only available for registered Amazon Business customers. Quantity discounts appear on the product detail page and users can review the tiered discounts available.



## Subscribe & Save

- Subscribe & Save is part of the Amazon Recurring Delivery program. Customers can subscribe to eligible Subscribe & Save items and get a 5% discount for their new subscriptions.

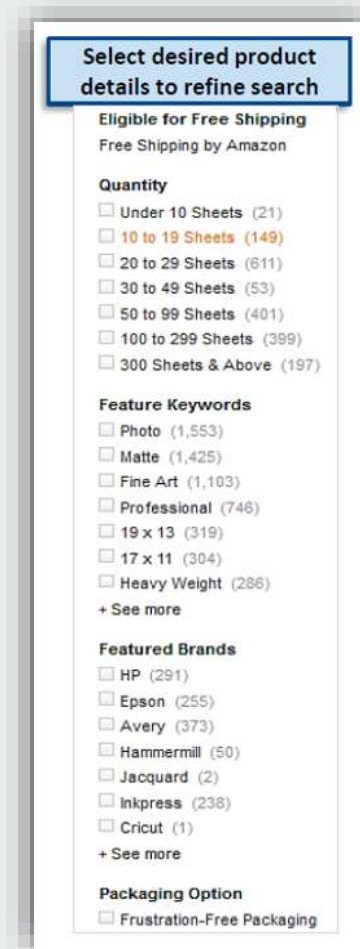




# Search & Browse Optimization

Optimizing search functions in Amazon Business allows you to find the best products to meet your needs and compare prices to find the best value

- Amazon is the “everything store.” With such a large selection, we do our best to make it easy for you and your end users to find what you’re looking for.
- Recommended filters:
  - Business Sellers
  - Prime Eligible
  - Brand
  - Average Customer Review/Rating
  - Diversity Credentials

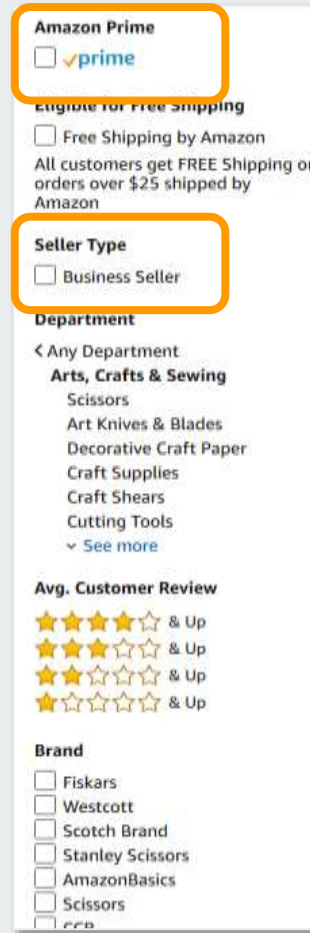




# Search Optimization

Optimizing search functions in Amazon Business allows you to find the best products to meet your needs and compare prices to find the best value

1. **Maximize Savings!** Search All Departments & try using **generic descriptors instead of brand names**
2. Consider refining search results with filters available of left side of your screen, such as **Prime** or **Business Seller**
3. Sort results by options listed on the top left of your screen, such as Price: Low to High
4. In many cases, you can also Select **Quantity Discounts** to review quantity discounts and purchasing options
5. To compare offers, scroll down & select **Used & new** to pull up the **Offer Listing** page







## Take Advantage of Amazon Prime Shipping Benefits

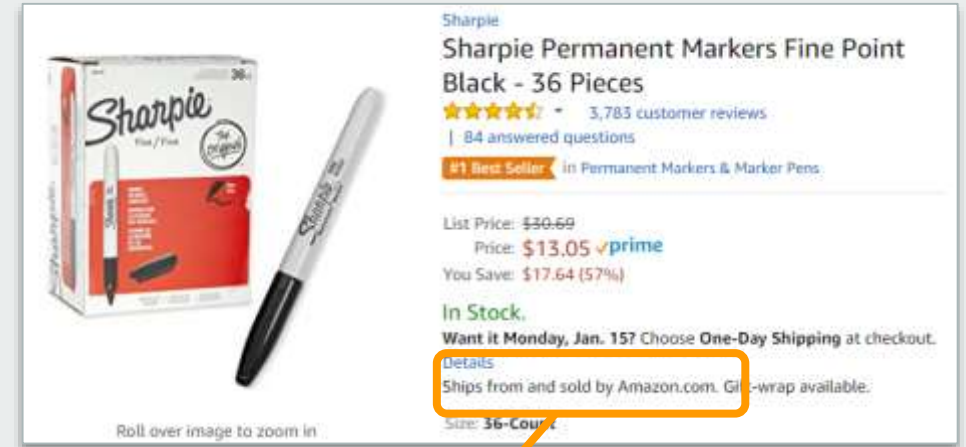
- An easy way to ensure that your products arrive on time and as expected, is to order products fulfilled directly from Amazon. All products clearly mark who the seller is on the product detail page.

## Prime Eligibility – Fulfilled by Amazon

- Prime eligible items are fulfilled by Amazon. We recommend searching for prime eligible items.

## What's not Included?

- Business Prime Shipping does not include additional Prime benefits such as Amazon Fresh, Pantry, Video, or Music.



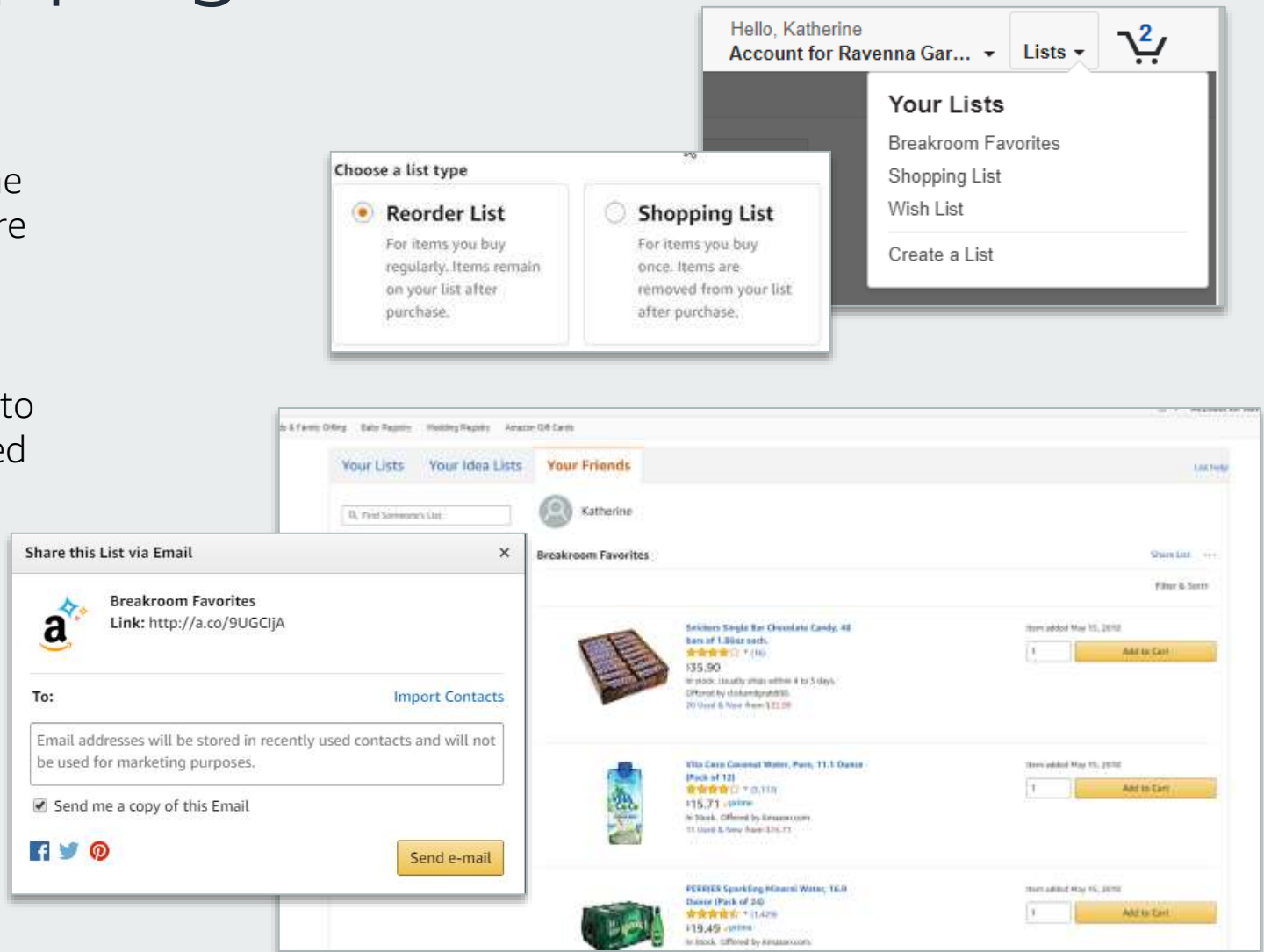
Ships from and sold by Amazon.com.



# Reorder & Shopping Lists

## How do lists work on Amazon Business?

- Lists make it easy to keep track of the things you need and are easy to share with others. Any User on Amazon Business can create a shopping list
- Choose between multiple list types depending on if you want the items to remain on a list after they are ordered
- To share your list, create a public list and use the URL to email it directly to your desired audience
- When a list is shared with you, you can save it to your own account or make a copy to edit yourself





# Business Account Navigation

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# Business Account Navigation

Page	Functionality
<b>Your Account</b>	Standard Amazon account information
<b>Your Orders</b>	View and track your orders. Administrations can view orders others have placed on behalf of the organization
<b>Manage Suppliers</b>	Easily find suppliers on Amazon Business and add them to your list of Saved Suppliers. <a href="#">Learn more.</a>
<b>Business Analytics</b>	Create and filter custom reports based on your business needs to view your organization's orders
<b>Recurring Deliveries</b>	Have essential items delivered automatically, based on a schedule you choose. <a href="#">Learn More.</a>



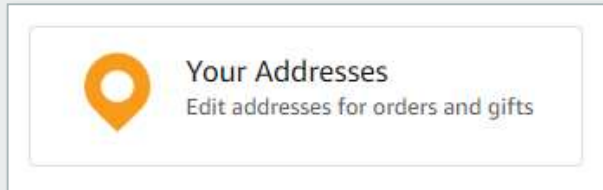
# Account Configuration

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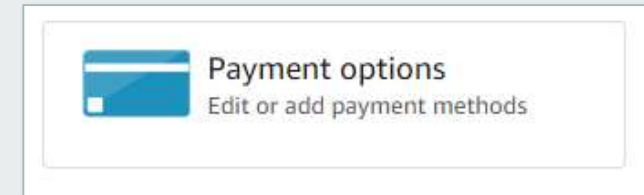


# Checkout

When checking out on Amazon Business, be sure to enter the appropriate payment and shipping details. This information can be entered in **Your Account** or during the checkout process



- Each time you add a new address, be sure to indicate if weekend deliveries can be accepted at that location. If in doubt, we recommend opting for week day deliveries only.
- Be sure to indicate if an access code is required to deliver to a specific address.
- Previously used ship to addresses will automatically be saved and made available during future checkouts.
- Ship to addresses can be audited by your account administrator at any time. Please be sure to comply with all purchasing rules and policies



- Purchase cards are the recommended form of payment for the Amazon Business account.
- The Amazon Business account is intended for business purchases only. No purchases should be made on a personal credit card.
- If you have access and permission to use multiple different cards, multiple cards can be stored in your account information.
- Payment instruments are visible to your account administrator and can be audited.



# Updating Your Address Preferences:

Your Account > Your Addresses > Edit Delivery Instructions

The image consists of three sequential screenshots of the Amazon Business website, illustrating the steps to update delivery instructions. Each screenshot is numbered in a blue circle at the top left.

- Step 1: Click into Your Account** - The screenshot shows the Amazon Business homepage. The user is logged in as 'Dhruv' (Account for Parash Rabbit). In the left-hand navigation menu, the 'Your Account' link is highlighted with an orange box.
- Step 2: Click into Your Addresses** - The screenshot shows the 'Your Account' page. In the 'Ordering and shopping preferences' section, the 'Your addresses' link is highlighted with an orange box.
- Step 3: Click 'Add delivery instructions'** - The screenshot shows the 'Your Addresses' page. A large dashed box with a plus sign and the text 'Add Address' is on the left. On the right, a specific address is listed: 'Buy 'n' Large, 345 BOREN AVE N, SEATTLE, WA 98109-5306, United States'. Below the address, the 'Add delivery instructions' link is highlighted with an orange box.



# Updating Your Address Preferences

## 4 Enter weekend delivery preferences

Add delivery instructions X

Nile Test  
325 9TH AVE N, SEATTLE, WA, 98109-5122, US

Is this address closed for deliveries on Saturdays & Sundays?

Where should we leave your packages at this address?

Do we need a security code, call box number or key to access this building?

Do we need additional instructions to find this address?

Saturday Closed Open

Sunday Closed Open

Save instructions

## 5 Select preferred package drop-off location

Add delivery instructions X

Nile Test  
325 9TH AVE N, SEATTLE, WA, 98109-5122, US

Is this address closed for deliveries on Saturdays & Sundays?

Where should we leave your packages at this address?

Do we need a security code, call box number or key to access this building?

Do we need additional instructions to find this address?

Select a location

- Front desk
- Loading dock
- Mailroom
- No preference

Save instructions

## 6 Enter Building access instructions (if applicable)

Add delivery instructions X

Nile Test  
325 9TH AVE N, SEATTLE, WA, 98109-5122, US

Is this address closed for deliveries on Saturdays & Sundays?

Where should we leave your packages at this address?

Do we need a security code, call box number or key to access this building?

Do we need additional instructions to find this address?

Security code

Security code for the door

Call box

Call box number or name

Save instructions

## 7 Enter any additional instructions (free text field)

Add delivery instructions X

Nile Test  
325 9TH AVE N, SEATTLE, WA, 98109-5122, US

Is this address closed for deliveries on Saturdays & Sundays?

Where should we leave your packages at this address?

Do we need a security code, call box number or key to access this building?

Do we need additional instructions to find this address?

Provide details such as building description, a nearby landmark, or other navigation instructions.

Save instructions

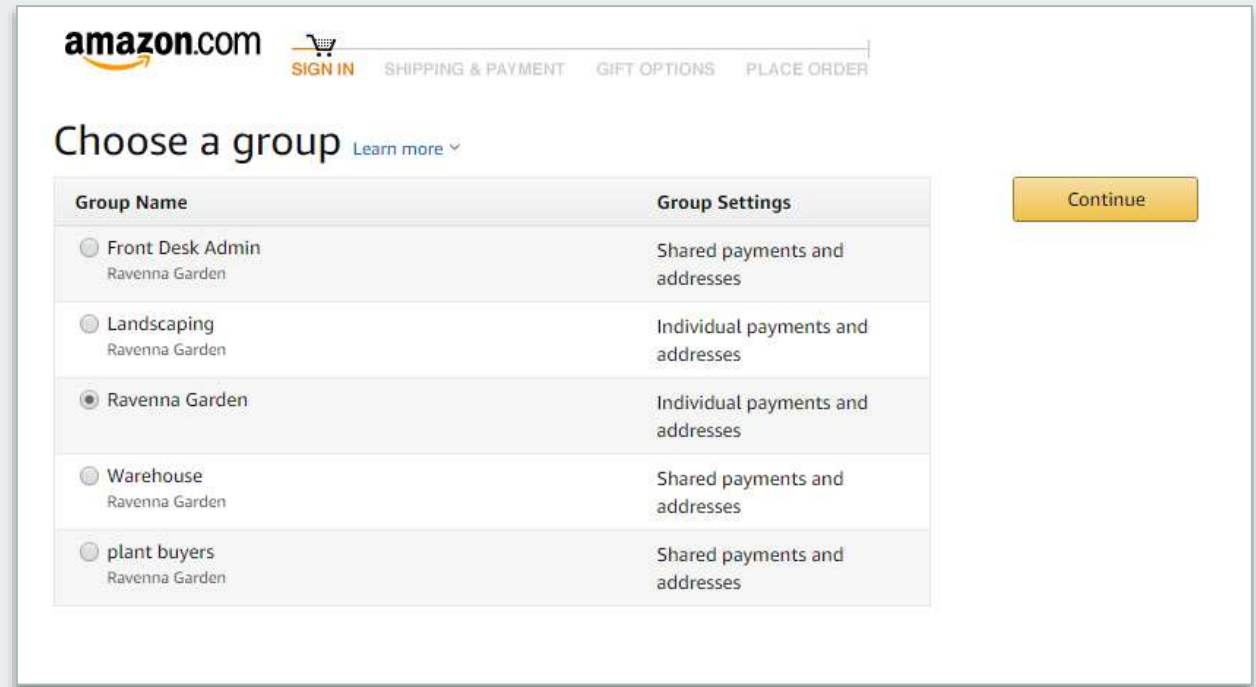


# Checkout – Multiple Groups

Individuals who purchase on behalf of multiple departments may be a member of multiple account groups in order to keep reporting organized

## End User Experience:

- Choose the group you wish to purchase on behalf of during the checkout process.
- Shipping and payment options may differ depending on the group you have selected during checkout.
- If you are a part of a large number of groups, you will also see the option to search.



The screenshot shows the Amazon.com checkout interface. At the top, the Amazon logo is on the left, and navigation links for 'SIGN IN', 'SHIPPING & PAYMENT', 'GIFT OPTIONS', and 'PLACE ORDER' are on the right. Below the navigation bar, the heading 'Choose a group' is displayed with a 'Learn more' link. A table lists five groups, each with a radio button, a group name, and group settings. The 'Ravenna Garden' group is selected. A yellow 'Continue' button is located to the right of the table.

Group Name	Group Settings
<input type="radio"/> Front Desk Admin Ravenna Garden	Shared payments and addresses
<input type="radio"/> Landscaping Ravenna Garden	Individual payments and addresses
<input checked="" type="radio"/> Ravenna Garden	Individual payments and addresses
<input type="radio"/> Warehouse Ravenna Garden	Shared payments and addresses
<input type="radio"/> plant buyers Ravenna Garden	Shared payments and addresses



# Approval Workflow

Some orders or all orders placed on the account may be subject to approval before being fulfilled

## How do I order with Approvals configured?

- Depending on your role, some or all of your orders may require approval.
- There are no additional steps to take to submit your order for approval. Check out as you normally would and you will see the option at checkout.
- Your order will not be processed until it is approved by the appropriate approver. Keep this in mind for shipping timelines.
- You will be notified over email once your order is submitted and then again once your order has been approved and processed. Just as with a normal order on Amazon, you will also receive relevant shipping updates.
- If your order is not approved **within 7 days**, the order will automatically be canceled; however, the items in your order will not be deleted. If your order is canceled, you will need to submit the order again for approval.

Submit order for approval

By placing your order, you agree to Amazon's [privacy notice](#) and [conditions of use](#).

**Order Summary**

Items (2):	\$37.28
Shipping & handling:	\$5.99
<hr/>	
Total before tax:	\$43.27
Estimated tax to be collected:*	\$4.36
<hr/>	
<b>Order total:</b>	<b>\$47.63</b>

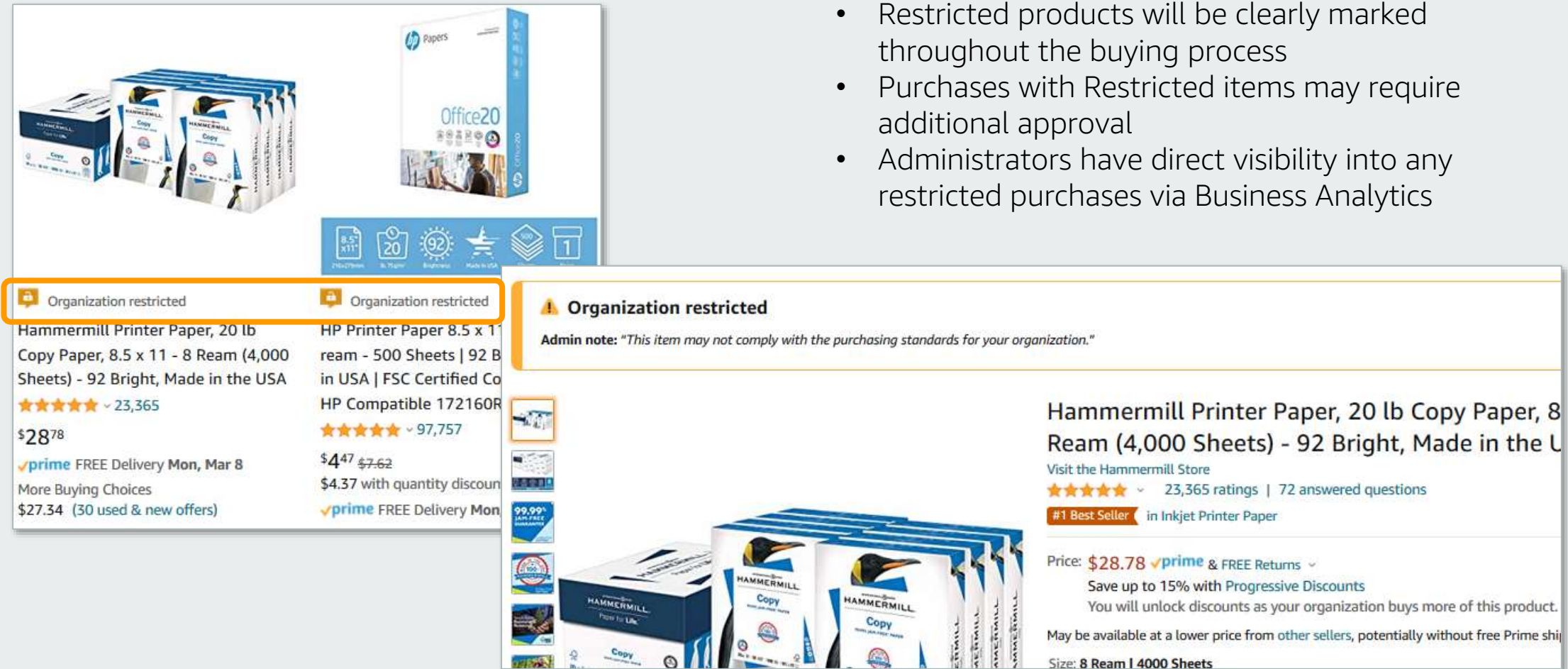
[How are shipping costs calculated?](#)  
[Why didn't I qualify for free shipping?](#)



# Organization Restricted

Your Account Administrator may restrict categories for purchase within Amazon Business based on your organization's buying policies

- Restricted products will be clearly marked throughout the buying process
- Purchases with Restricted items may require additional approval
- Administrators have direct visibility into any restricted purchases via Business Analytics



The screenshot displays the Amazon Business interface for a product page. At the top, a banner shows images of Hammermill and HP paper boxes. Below this, a row of icons represents product features: 8.5 x 11, 20 lb, 92 Bright, and Made in USA. The main content area is divided into two columns. The left column shows the product title 'Hammermill Printer Paper, 20 lb Copy Paper, 8.5 x 11 - 8 Ream (4,000 Sheets) - 92 Bright, Made in the USA' with a star rating of 4.5 and 23,365 reviews, a price of \$28.78, and a Prime delivery date of Monday, March 8. The right column shows the product title 'HP Printer Paper 8.5 x 11 - 500 Sheets | 92 Bright, Made in USA | FSC Certified Copy Paper' with a star rating of 4.5 and 97,757 reviews, a price of \$4.47 (discounted from \$7.62), and a Prime delivery date of Monday, March 8. A yellow banner across the middle of the page contains the text 'Organization restricted' with a lock icon. Below this banner, a yellow box contains the text 'Organization restricted' and an admin note: 'This item may not comply with the purchasing standards for your organization.' The bottom right section of the page shows the product title 'Hammermill Printer Paper, 20 lb Copy Paper, 8 Ream (4,000 Sheets) - 92 Bright, Made in the U.S.' with a star rating of 4.5 and 23,365 ratings, a price of \$28.78, and a Prime delivery date of Monday, March 8. The page also includes a 'Visit the Hammermill Store' link, a '#1 Best Seller' badge, and a 'Save up to 15% with Progressive Discounts' message.

Organization restricted

Hammermill Printer Paper, 20 lb Copy Paper, 8.5 x 11 - 8 Ream (4,000 Sheets) - 92 Bright, Made in the USA

★★★★★ ~ 23,365

\$28.78

✓prime FREE Delivery Mon, Mar 8

More Buying Choices

\$27.34 (30 used & new offers)

Organization restricted

HP Printer Paper 8.5 x 11 - 500 Sheets | 92 Bright, Made in USA | FSC Certified Copy Paper

★★★★★ ~ 97,757

\$4.47 ~~\$7.62~~

\$4.37 with quantity discount

✓prime FREE Delivery Mon, Mar 8

Organization restricted

Admin note: "This item may not comply with the purchasing standards for your organization."

Hammermill Printer Paper, 20 lb Copy Paper, 8 Ream (4,000 Sheets) - 92 Bright, Made in the U.S.

Visit the Hammermill Store

★★★★★ ~ 23,365 ratings | 72 answered questions

#1 Best Seller in Inkjet Printer Paper

Price: \$28.78 ✓prime & FREE Returns

Save up to 15% with Progressive Discounts

You will unlock discounts as your organization buys more of this product.

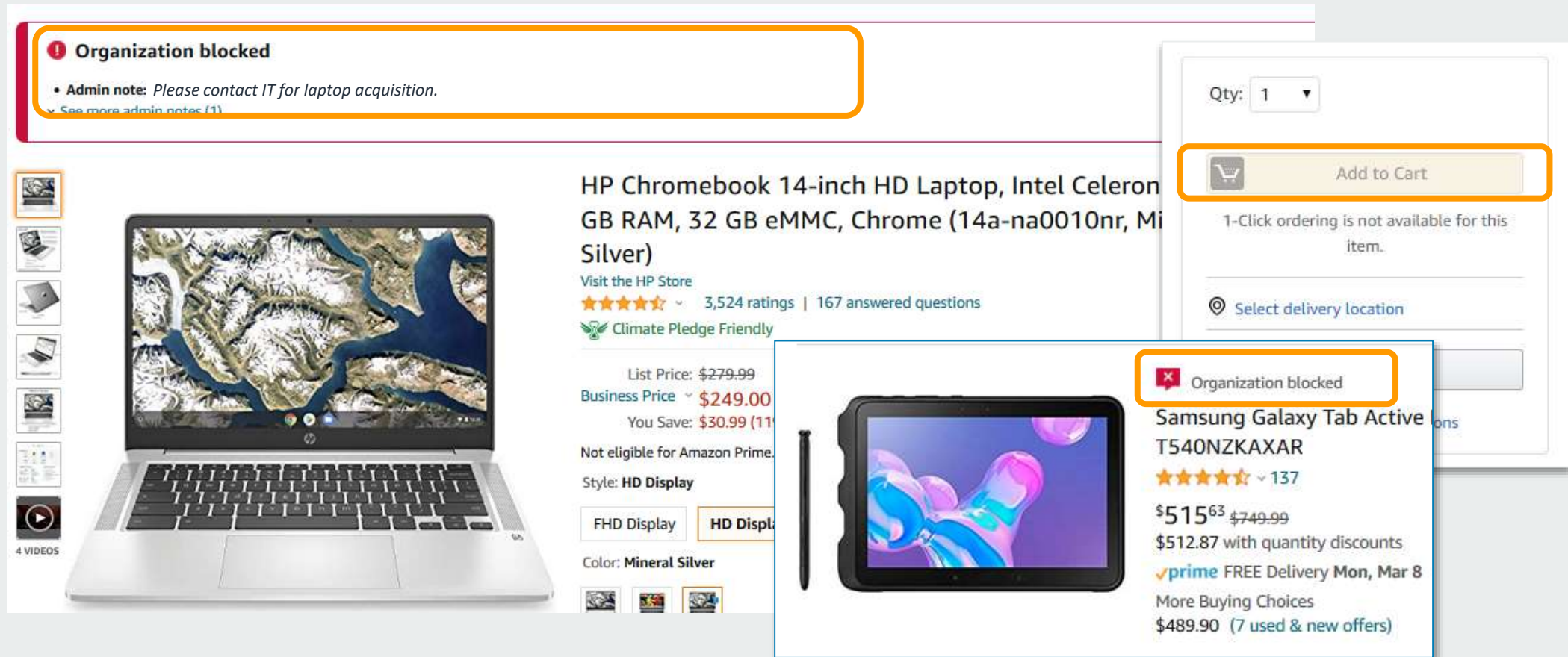
May be available at a lower price from other sellers, potentially without free Prime shipping

Size: 8 Ream | 4000 Sheets



# Organization Blocked

Your Administrator may block product categories that are prohibited based on your organization's buying policies. The "Add to Cart" option will appear greyed out for any product categories that are blocked.



The screenshot displays the Amazon Business interface. At the top, a red banner with a white exclamation mark icon reads "Organization blocked". Below this, an "Admin note" states: "Please contact IT for laptop acquisition." and a link to "See more admin notes (1)".


The main product listing is for an "HP Chromebook 14-inch HD Laptop, Intel Celeron, 4 GB RAM, 32 GB eMMC, Chrome (14a-na0010nr, Mineral Silver)". The listing includes a large image of the laptop, a star rating of 4.5 (3,524 ratings), and a price of \$249.00 (You Save: \$30.99). The "Add to Cart" button is highlighted with an orange border and is greyed out. Below the button, a message states: "1-Click ordering is not available for this item." and a "Select delivery location" button.

A second product listing for a "Samsung Galaxy Tab Active T540NZKAXAR" is shown below the first. This listing also features a red "Organization blocked" error message. The product details include a star rating of 4.5 (137 ratings), a price of \$515.63 (You Save: \$234.37), and a "FREE Delivery Mon, Mar 8" offer. The "Add to Cart" button for this product is also greyed out.








# Preferred Products


Your Account Administrator may mark specific products as preferred to ensure you can easily find them. This messaging is visible throughout the shopping experience, search results, and on product detail pages.

 **Organization preferred**

Admin note: "Your organization identified this item as preferred and wants you to choose it over similar products."

[View policies affecting](#)





## Amazon Basics 14-Inch Laptop Macbook and Tablet Shoulder 1-Pack

Visit the Amazon Basics Store

★★★★☆ ~ 9,540 ratings

**Amazon's Choice** for "14 inch laptop bag"

Price: \$17.43

**Business Price** ~ **\$16.92**

You Save: \$0.51 (2%)


**Buy more, save more**


5 units

**\$16.30** **LOWEST PRICE**

Save 6%

May be available at a lower price with shipping.




 Organization preferred


**Amazon Basics 15.6-Inch Laptop Computer and Tablet Shoulder Bag Carrying Case, Black, 1-Pack**


★★★★☆ ~ 24,725

**\$22.46**

\$21.81 with quantity discounts

 **prime** FREE One-Day




 Organization preferred


**Amazon Basics 15.6-Inch Laptop and Tablet Bag, Black, 10-Pack**


★★★★☆ ~ 65

**\$157.00** ~~\$163.99~~

Unlock up to 11% with Progressive Discounts

 **prime**




 Organization preferred

**Lenovo Professional Carrying Case (Briefcase) for 15.6" Notebook - Black**

★★★★☆ ~ 12

**\$71.99**

 **prime**

More Buying Choices  
**\$69.00** (37 new offers)



# Highlighted Small & Diverse Sellers

In an effort to support diverse and small businesses through Amazon, your organization may highlight sellers with specific Diversity and Ownership credentials.

**Organization preferred**

• Admin note: "AAA Organization is proud to support diverse sellers and small businesses through Amazon, and encourages employees to purchase from these highlighted sellers when possible."

**Wacom Intuos Pen LP190K (Old Version)**

Visit the Wacom Store

★★★★★ - 1,818 ratings | 336 answered questions

**Amazon's Choice** for "wacom bamboo ink"

Price: **\$29.95**

Not eligible for Amazon Prime. Available with free Prime shipping

Brand	Wacom
Item Weight	0.05 Pounds
Item Dimensions LxWxH	5.5 x 0.5 x 0.5 inches
Are Batteries Included	No
Batteries Required?	No

**About this item**

- The Intuos Pen is compatible with Intuos Art, Comic, Draw and...
- CTH490CB, CTH490CK, CTH490PK, CTH690AB, CTH690AK, CTH...
- Cordless and battery free, programmable side switch
- 1024 levels of pressure sensitivity
- Not compatible with prior Intuos (CTL480, CTH480, CTH680),...
- products

**Add to Cart**

**Secure transaction**

Ships from **The Office Tex**

Sold by **The Office Tex**

**Seller Credentials:**

Women-Owned Business

Enterprise, Women-Owned Small Business, Economically Disadvantaged Women-Owned Small Business, Registered Small Business



# Business Analytics

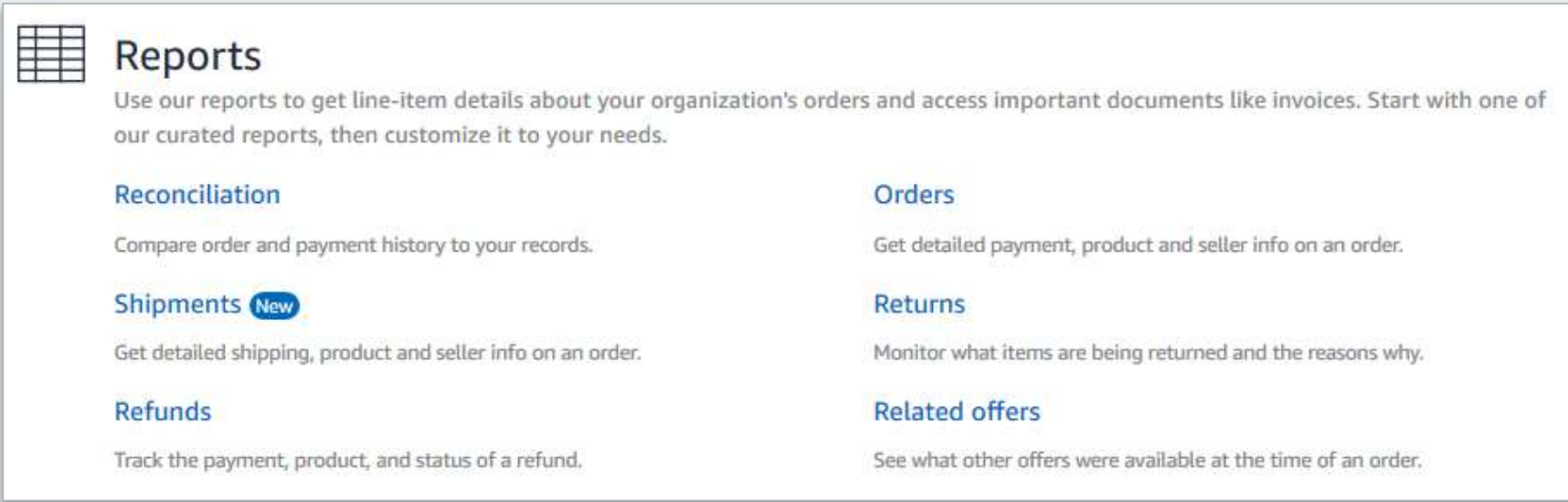
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# Amazon Business Analytics

## Amazon Business Analytics provides the ability to:

- Aggregate purchases to compare and track spend over time
- Monitor and track 60+ data fields including customer info, shipment info, payment info, and seller info
- Customize and save report templates to meet business needs
- Download CSV files to analyze your data in excel



The screenshot displays the 'Reports' section of the Amazon Business Analytics interface. It features a grid icon on the left and a main heading 'Reports' followed by a descriptive paragraph. Below this, there are six report categories arranged in two columns: Reconciliation, Shipments (marked as 'New'), Refunds, Orders, Returns, and Related offers. Each category has a brief description of the data it provides.

Report Category	Description
Reconciliation	Compare order and payment history to your records.
Shipments <span>New</span>	Get detailed shipping, product and seller info on an order.
Refunds	Track the payment, product, and status of a refund.
Orders	Get detailed payment, product and seller info on an order.
Returns	Monitor what items are being returned and the reasons why.
Related offers	See what other offers were available at the time of an order.

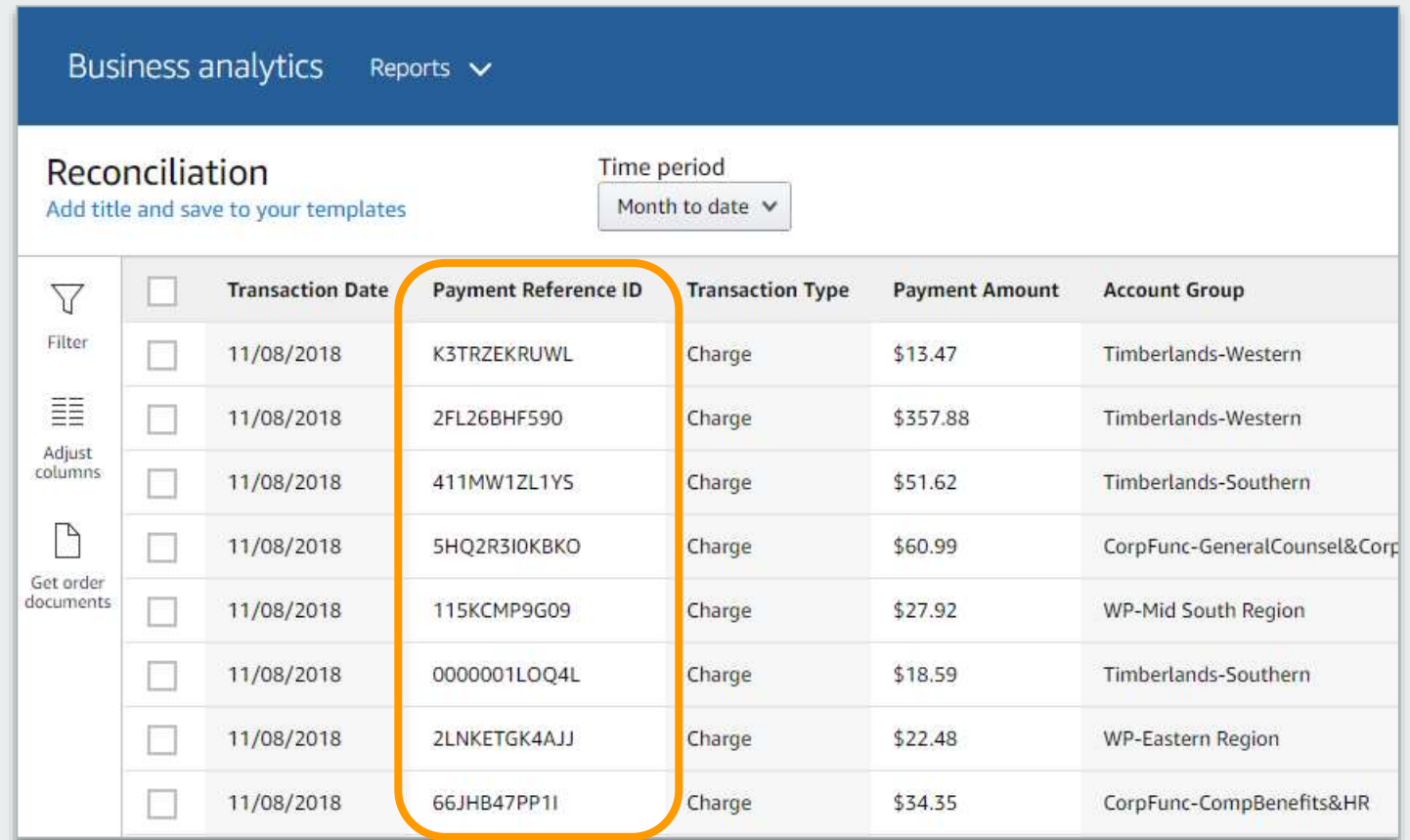


# Reporting & Reconciliation

Use the Reconciliation Report to view data including transaction info, customer info, and order info.

Simplify the reconciliation process by matching corporate credit card charges to each item in a shipment.

- Match the **Payment Reference ID** in the Reconciliation Report against your credit card statement
- Customize report columns and filters at the left to find required information



Business analytics		Reports ▾				
Reconciliation		Time period				
<a href="#">Add title and save to your templates</a>		Month to date ▾				
Filter	<input type="checkbox"/>	Transaction Date	Payment Reference ID	Transaction Type	Payment Amount	Account Group
	<input type="checkbox"/>	11/08/2018	K3TRZEKRUWL	Charge	\$13.47	Timberlands-Western
	<input type="checkbox"/>	11/08/2018	2FL26BHF590	Charge	\$357.88	Timberlands-Western
Adjust columns	<input type="checkbox"/>	11/08/2018	411MW1ZL1YS	Charge	\$51.62	Timberlands-Southern
	<input type="checkbox"/>	11/08/2018	5HQ2R3I0KBKO	Charge	\$60.99	CorpFunc-GeneralCounsel&Corp
Get order documents	<input type="checkbox"/>	11/08/2018	115KCMP9G09	Charge	\$27.92	WP-Mid South Region
	<input type="checkbox"/>	11/08/2018	0000001LOQ4L	Charge	\$18.59	Timberlands-Southern
	<input type="checkbox"/>	11/08/2018	2LNKETGK4AJJ	Charge	\$22.48	WP-Eastern Region
	<input type="checkbox"/>	11/08/2018	66JHB47PP1I	Charge	\$34.35	CorpFunc-CompBenefits&HR



# Your Orders


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# Your Orders

This section of the account provides additional detail regarding the status of all orders you have placed within the Business Account.

Your Account > Your Orders

 To view orders placed by users in your business account, select View All Orders below or go to [Business Analytics](#).

## Your Orders

[Search Orders](#)


[View All Orders: Ravenna Garden](#)

16 orders placed in [past 6 months](#)

ORDER PLACED May 15, 2018	SHIP TO <a href="#">Third Floor</a>	PLACED BY <a href="#">Katherine</a> Approval Demo 2	TOTAL \$0.00
------------------------------	--	---	-----------------

This order was approved. [View details](#)

**Cancelled**



AmazonBasics 92 Bright Multipurpose Copy Paper - 8.5 x 11 Inches, 10 Ream Case Sheets)  
Sold by: Amazon.com Services, Inc.  
\$0.00

Take a variety of actions on your orders such as initiating returns or tracking the delivery of a package.

### Arriving August 16 - August 20

☒ **Ordered Sunday, August 12**

☒ **Shipped today**  
[See all updates](#)

☐ Out for delivery

[Track package](#)  
[Return or replace items](#)  
[Write a product review](#)



# Return an Item

Navigate to Your Orders from the dropdown

Your Account > **Your Orders**

To view orders placed by users in your business account, select View All Orders below or go to [Business Analytics](#).

## Your Orders

**Search Orders**


**View All Orders:** Ravenna Garden ▾

**16 orders** placed in past 6 months ▾

ORDER PLACED May 15, 2018	SHIP TO <b>Third Floor</b> ▾	PLACED BY <b>Katherine</b> ▾ Approval Demo 2	TOTAL \$0.00	PO# test ORDER # 112-6552303-9003448
------------------------------	---------------------------------	--	-----------------	---

This order was approved. [View details](#)

### Cancelled



AmazonBasics 92 Bright Multipurpose Copy Paper - 8.5 x 11 Inches, 10 Ream Case (5,000 Sheets)  
Sold by: Amazon.com Services, Inc.  
\$0.00

**Track package**

**Return or replace items**

**Write a product review**

[Gift Cards](#) [Help](#) [Contact Us](#)

## Fixing things is quick & easy

The bot quickly fixes your problem or connects you to someone who can.

**Start chatting now**

Need help over phone? [We can call you.](#)



# Business Customer Support

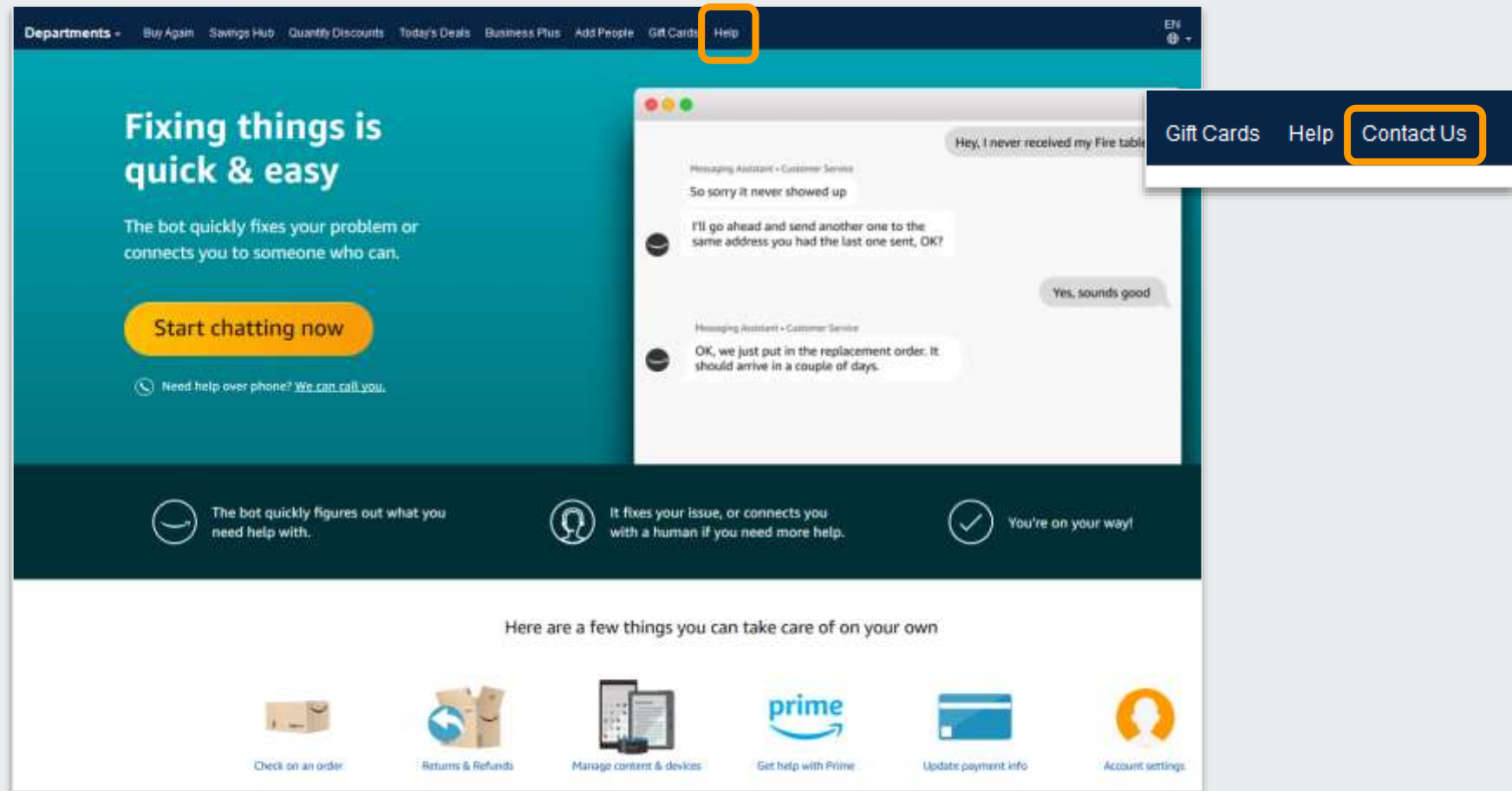
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# Business Customer Support

Dedicated U.S. based Business Customer Support can be reached a number of ways including email, chat and phone.

*Not sure what you're looking for? Learn more about the features and benefits on Amazon Business [HERE](#).*





# Common Customer Support Questions

See below for quick resolutions to frequently asked questions from your end users as well as contact information for a variety of support resources

## Contact Business Customer Support: [CLICK HERE](#)

- Provides end users the option to call, email, or live chat. Please use this method of contact for anything relating to an order, transaction, charge, or shipment

## Call Business Customer Support:

- 888. 281. 3847

## Cancel an Individual Prime Membership:

- Your Account > Manage My Prime Membership > End Membership
- The end user must follow the steps to receive a pro-rated refund

## Request a Tax Exemption Refund:

- Your Orders > Locate Order > Contact Seller > Request refund through email
- Additional tax queries can be emailed to [tax-exempt@amazon.com](mailto:tax-exempt@amazon.com)

## Your Customer Advisor – Lyle Newson – [lsnewson@AMAZON.COM](mailto:lsnewson@AMAZON.COM)

- This person is your point of contact for anything related to the Amazon Business account structure, new features and functionality, and questions that do not fall into the above categories




# business





# New to Amazon (NTA) Registration

  
New to Amazon  
(NTA)  
User List Status: blank

**Email Body:**

Dear USER,

**ACTION REQUIRED:**

An Amazon Business account has been created on your behalf. Please set your password for your CUSTOMER-sanctioned Amazon Business account by visiting Amazon's password reset site.

For help in setting your new password, please contact Amazon Business Customer Service if the above password reset site does not work for you.

The CUSTOMER centrally managed Amazon Business account simplifies the purchasing process, while allowing you to take advantage of Amazon's wide selection and competitive prices.

- Free 2-Day shipping on Prime-eligible items (learn more)
- Automatic tax exempt purchasing on items sold by Amazon.com LLC and participating 3rd party sellers
- Business Pricing and quantity discounts on millions of items
- Access to a specialized business only Customer Service team

Use is subject to the Amazon Business acceptable use policy located [here](#).

Thank you,

CUSTOMER

**amazon business**

### Password assistance

Enter the email address or mobile phone number associated with your Amazon account.

**Email or mobile phone number**

Has your email or mobile number changed?  
If you no longer use the email address associated with your Amazon account, you may contact [Customer Service](#) for help restoring access to your account.

Email address will not auto populate. User must enter email (must use same email address that was sent the invitation).

**amazon business**

### Authenticating your request

For your security, we need to authenticate your request. We've sent a One Time Password (OTP) to the email. Please enter it below.

**Enter OTP**

[Resend OTP](#)

One Time Password will be sent to user via email

**amazon business**

### Create new password

We'll ask for this password whenever you Sign-In.


**New password**

  
Passwords must be at least 6 characters.

**Re-enter password**

**amazon business**

 **Success**  
Your password has been changed.

### Add mobile number

Add a mobile number to safeguard your Amazon account. By sending your mobile phone number, you consent to receive automated text messages from Amazon related to account security. You can opt out of account security related messaging by removing your mobile number in the "Login & security" settings. Message & data rates may apply.

**business**

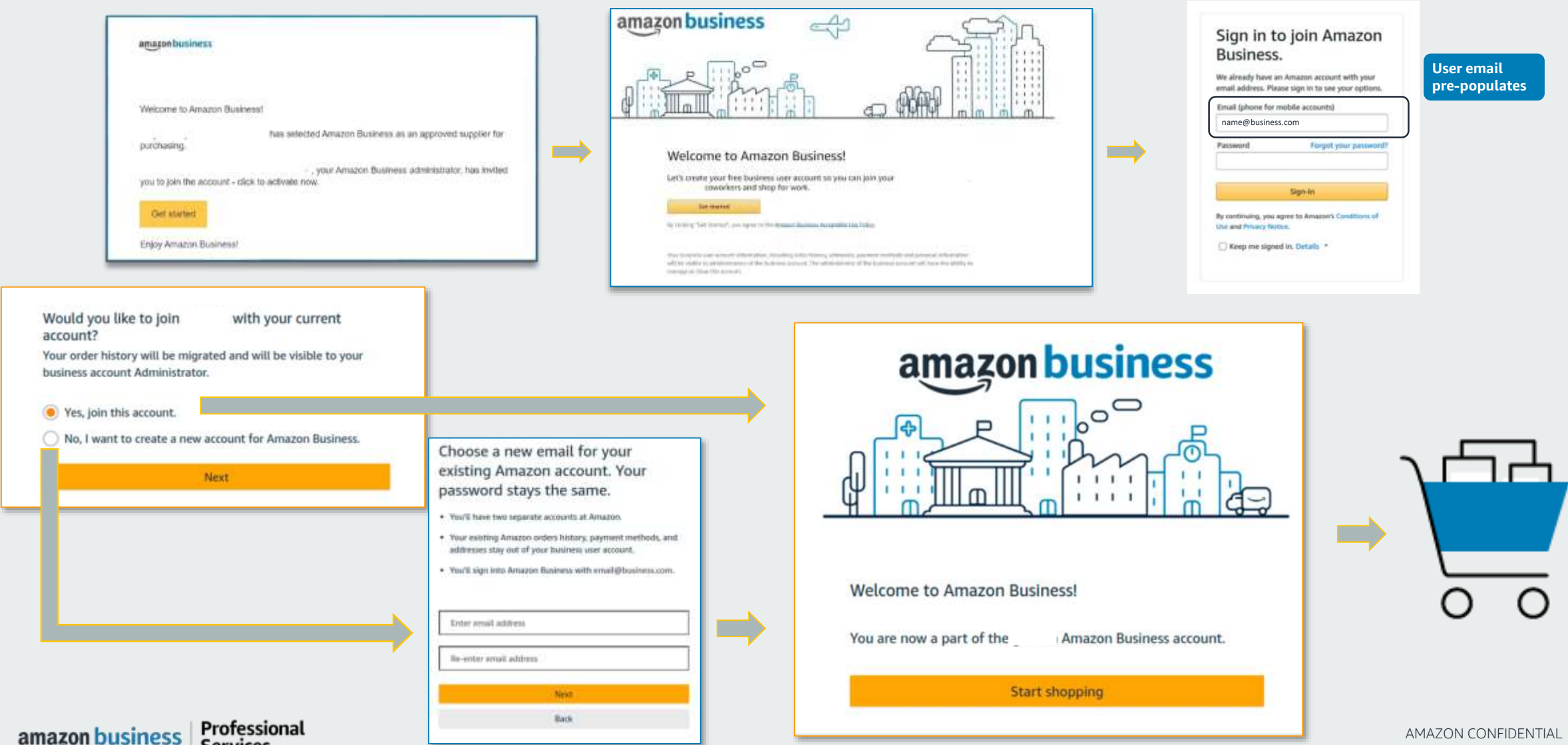
Sign-In | Select your address | Departments | Buy Again | Today's Deals | Gift Cards | Help | Sell

# Work. Life. Balance

View orders | Add members | Add members | Add members | Add members



# Existing Amazon.com Registration





# Existing Single User Business Account



Existing Amazon Business  
User List Status: pending merge - SUA

- Clicks "Get Started"
- Prompted to sign in to existing account
- Information Message on screen
- Clicks "Join" (or "Not now")
- Clicks "Start Shopping"

amazon business

Hello,

You have been invited by administrator@business.com to join the official account for

Our records show that you are an admin of an Amazon Business account named Amazon. If you are placing orders for we suggest you join that account instead.

When you join the official account

- Your existing account will be transferred
- Your login email and password will remain the same
- You'll have access to your order history from the official account

If this account is not associated with you can choose to keep it separate.

[Get started](#)

Thank you,  
Amazon Business



Sign in to get s

Email (phone for mobile accounts)

Password [Forgot your password?](#)

[Sign in](#)

By continuing, you agree to Amazon's [Conditions of Use and Privacy Notice](#).

☐ Keep me signed in. [Details](#)

Email address will not auto populate. User must enter email (must use same email address that was sent the invitation).



Join official account

You have been invited by administrator@business.com to join the official account for

- You will be part of a group with a role as specified by your administrator
- Your [order history](#) from this account, Amazon, will be preserved in the official account
- You will continue to sign in with the same email and password
- Administrators of the official account will be able to see your order history
- You will receive a prorated refund of your Business Prime Membership

If this account is not associated with giardia, you are encouraged to go to the [account settings](#) and change the email you use to access this account so that it is no longer associated with amazon.com.

[Join](#) [Not now](#)



amazon business

Welcome to Amazon Business!

You are now a part of the giardia Amazon Business account.

[Start shopping](#)



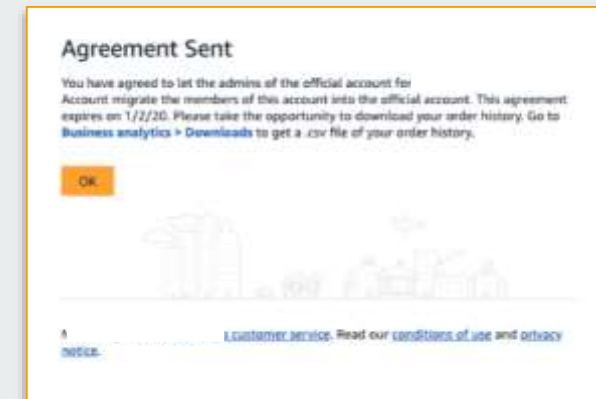
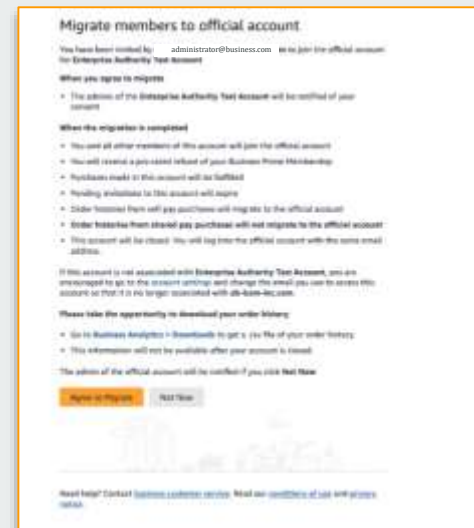
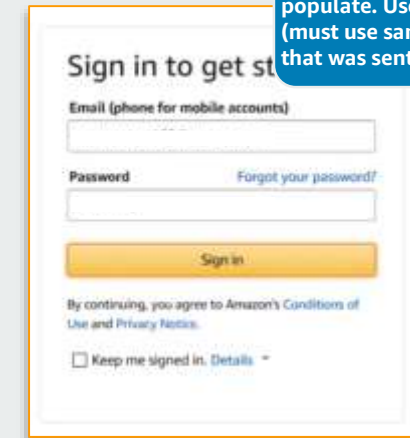
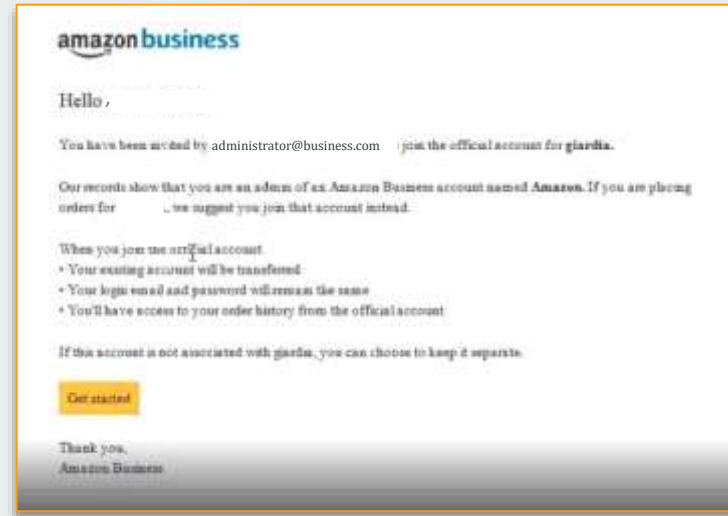
# Existing Multi-User Business Account



## Existing Amazon Business

User List Status: pending merge - MUA

- Clicks "Get Started"
- Prompted to sign in to existing account
- Information Message on screen
- Clicks "Agree to Migrate" (or "Not now")
- Admin gets email to "Start Migration"
- UX walks admin through migration



User receives  
Welcome Email  
when admin  
migrates